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April 12, 2013

**VIA EMAIL AND FIRST CLASS MAIL**

Administrative Law Judge Marta Guhl  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

RECEIVED

APR 16 2013

PUBLIC UTILITY COMMISSION  
PHILADELPHIA OFFICE  
ADMINISTRATIVE LAW JUDGE

**Re: Gary Eckenrode v. PECO Energy Company  
PUC Docket No. C-2012-2337839**

Dear Judge Guhl:

Pursuant to Your Honor's request at the hearing, please find enclosed PECO Energy's late filed exhibit as follows:

- (1) Exhibit 24 Customer Contacts During Outage – Customer Information Management System (CIMS) Screenshots

If Your Honor has any questions, please do not hesitate to contact me directly at 215-841-6841.

Very truly yours,

Shawane L. Lee  
Assistant General Counsel, Exelon BSC  
Encl.

cc: Gary Eckenrode (via first class mail)

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2013 APR 29 AM 8:06  
PA PUC  
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2013 APR 29 AM 8:06

IAFUS  
SECRETARY'S OFFICE

**EXHIBIT "24"**

Gary Eckenrode Formal Docket C-2012-2337839  
 Customer Contacts during outage 10/29/12-11/05/12

10/29/12 the customer contacted the IVR (Interactive Voice Response) at 18:13 to report an electric emergency. An electric all out report issued.

10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	

Comments:

Time customer contacted: 10/29 18:13 ALL OUT

18:50 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	

Comments:

Time customer contacted: 10/29 18:50 ALL OUT

21:47 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	

Comments:

Time customer contacted: 10/29 21:47 ALL OUT

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2013 APR 29 AM 8:06

PA PLS  
 SECRETARY'S BUENOS

10/30/12 the customer contacted the IVR at 10:37 to report an electric emergency. An electric all out report issued.

10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	

Navigation icons: back, forward, search, etc.

Comments:

Time customer contacted: 10/30 10:37 ALL OUT

10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	

Navigation icons: back, forward, search, etc.

Comments:

Time: customer contacted: 10/30 10:37 Msg: Time: Rslt: CALL ANSWERED

10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	

Navigation icons: back, forward, search, etc.

Comments:

Time customer contacted: 10/30 14:17 Msg: Time: Rslt: CALL ANSWERED

14:59 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	
09/06/11	Billing - Rates/Riders	



Comments:

Time customer contacted: 10/30, 14:59 ALL OUT

15:09 The customer reported an electric emergency stating to the representative approx 50ft at end of street a tree is leaning against wires and has pulled some wires down. The power has been out since 6:00 P.M. Monday. The representative entered an emergency order for all out; tree in wires running pole to pole.

10/30/12	Electric Outage - Issuance	
10/30/12	Outage Status Request	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	



Comments:

xst newtown richboro rd approx 50ft at end of street tree is leaning against wires and has pulled some wires down power out since 6pm Monday All Out Tree in Wires (Pole to Pole)

20:41 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Outage Status Request	
10/30/12	Electric Outage - Issuance	
10/30/12	Outage Status Request	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	

Comments:

Time customer contacted: 10/30 20:41 ALL OUT

10/31/12 at 09:34 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/31/12	VRU Outage Reported - Sent to OMS	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Outage Status Request	
10/30/12	Electric Outage - Issuance	
10/30/12	Outage Status Request	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	
08/22/12	Billing - Rates/Riders	

Comments:

Time customer contacted: 10/31 09:34 ALL OUT

15:30 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/31/12	VRU Outage Reported - Sent to OMS	
10/31/12	Outage Status Request	
10/31/12	VRU Outage Reported - Sent to OMS	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Outage Status Request	
10/30/12	Electric Outage - Issuance	
10/30/12	Outage Status Request	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	
10/30/12	VRU Outage Reported - Sent to OMS	
10/29/12	VRU Outage Reported - Sent to OMS	
10/29/12	Outage Status Request	
10/29/12	VRU Outage Reported - Sent to OMS	

Comments:

Time customer contacted: 10/31 15:30 ALL OUT

21:08 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

10/31/12	VRU Outage Reported - Sent to OMS	
10/31/12	Outage Status Request	
10/31/12	VRU Outage Reported - Sent to OMS	
10/31/12	Outage Status Request	
10/31/12	VRU Outage Reported - Sent to OMS	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Outage Status Request	
10/30/12	Electric Outage - Issuance	
10/30/12	Outage Status Request	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	

Comments:

Time customer contacted: 10/31 21:08 ALL OUT

11/01/12 at 11:21 The customer reported to the representative an electric emergency. The representative entered an emergency order for all electric out.

11/01/12	Electric Outage - Issuance	69 BURDSAL AVE
11/01/12	Outage Status Request	
10/31/12	Outage Status Request	
10/31/12	VRU Outage Reported - Sent to OMS	
10/31/12	Outage Status Request	
10/31/12	VRU Outage Reported - Sent to OMS	
10/31/12	Outage Status Request	
10/31/12	VRU Outage Reported - Sent to OMS	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Outage Status Request	
10/30/12	Electric Outage - Issuance	
10/30/12	Outage Status Request	
10/30/12	VRU Outage Reported - Sent to OMS	
10/30/12	Restoration Confirmed	
10/30/12	Restoration Confirmed	

Comments:

xstr xst newtown richboro rd All Out

19:12 The customer contacted the IVR to report partial power. An electric partial power order issued.

11/01/12	VRU Outage Reported - Sent to OMS	
11/01/12	Electric Outage - Issuance	

Comments:

Time customer contacted: 11/01 19:12 CUSTOMER INDICATED PARTIAL POWER

11/04/12 at 12:55 The customer reported to the representative an electric emergency. The representative entered an emergency order for all electric out.

11/04/12	VRU Outage Reported - Sent to OMS	
11/01/12	Outage Status Request	
11/01/12	Outage Status Request	
11/01/12	Electric Outage - Issuance	
11/01/12	Outage Status Request	
11/01/12	VRU Outage Reported - Sent to OMS	
11/01/12	Electric Outage - Issuance	

Comments:

Time customer contacted: 11/04 12:55 ALL OUT

02:39 The customer reported to the representative an electric emergency. The representative entered an emergency order for all electric out.

11/04/12	Electric Outage - Issuance	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	VRU Outage Reported - Sent to OMS	
11/01/12	Outage Status Request	
11/01/12	Outage Status Request	
11/01/12	Electric Outage - Issuance	
11/01/12	Outage Status Request	
11/01/12	VRU Outage Reported - Sent to OMS	
11/01/12	Electric Outage - Issuance	

Navigation icons: back, forward, search, print, refresh.

Comments:

xst newtown-richboro All Out

19:41 Escalated callback. Supervisor called customer to explain the job has been dispatched; the customer was already aware of the estimated restoration time. The customer stated his neighbors have power.

11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	Electric Outage - Issuance	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	VRU Outage Reported - Sent to OMS	
11/01/12	Outage Status Request	
11/01/12	Outage Status Request	
11/01/12	Electric Outage - Issuance	
11/01/12	Outage Status Request	
11/01/12	VRU Outage Reported - Sent to OMS	
11/01/12	Electric Outage - Issuance	

Navigation icons: back, forward, search, print, refresh.

Comments:

escalated call back.. informed cusotmer that the job has been dispatched - was already aware of ERT - customer states neighbors have power ..

20:13 The customer contacted the IVR to report an electric emergency. An electric all out report issued.

11/04/12	VRU Outage Reported - Sent to OMS	
11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	Electric Outage - Issuance	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	VRU Outage Reported - Sent to OMS	
11/01/12	Outage Status Request	
11/01/12	Outage Status Request	
11/01/12	Electric Outage - Issuance	
11/01/12	Outage Status Request	
11/01/12	VRU Outage Reported - Sent to OMS	
11/01/12	Electric Outage - Issuance	

Comments:

Time customer contacted: 11/04 20:13 ALL OUT

22:07 Supervisor callback taken.

11/04/12	Power Quality	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	VRU Outage Reported - Sent to OMS	
11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	Electric Outage - Issuance	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	

Comments:

took sup callback

11/05/12 customer called at 9:15 a.m. requesting to speak with someone in charge because he said a supervisor told him that someone would be out to fix his line at 11:00 p.m. and no one showed up. Representative advised someone would call him back. An escalated callback request.

11/05/12	Miscellaneous	
11/05/12	Outage Status Request	
11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Power Quality	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	VRU Outage Reported - Sent to OMS	
11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	
11/04/12	Electric Outage - Issuance	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	

Comments:

cust asked to speak to someone in charge because he states supervisor told him that someone would be out to fix his line at 11 pm and no one showed up. advised him that someone would call him back. escalated call

10:52 The customer came to the Warminster Service Building requesting an estimated restoration timeframe.

11/05/12	Electric Outage - Issuance	
11/05/12	Outage Status Request	
11/05/12	Miscellaneous	
11/05/12	Outage Status Request	
11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Power Quality	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	

Comments:

Customer came to 400 Park Ave Warminster, wanting ETR All Out

12:28 Escalated callback. Message left.

11/05/12	Supervisor Comments	
11/05/12	Outage Status Request	
11/05/12	Electric Outage - Issuance	
11/05/12	Outage Status Request	
11/05/12	Miscellaneous	
11/05/12	Outage Status Request	
11/04/12	Supervisor Comments	
11/04/12	Outage Status Request	
11/04/12	Power Quality	
11/04/12	Outage Status Request	
11/04/12	Outage Status Request	

Comments:

called customer left message.